

# Contacts, Referrals & Secure Messaging

*Allied Health Professions Australia (AHPA)*



Presented by Katrina Otto  
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Allied Health Professions Australia (AHPA) and its members are working to support allied health practices to better understand practice software and digital health technology.

This series of webinars has been developed and funded to help practices know more about their software options, what benefits they might get from using practice systems, and how they might integrate different elements of digital technology into their practice.

The webinars will be held over the next months and are available free to any allied health practitioner.

Additional resources and webinar recordings will be made available to you as part of the project via [www.ahpa.com.au](http://www.ahpa.com.au).

# Katrina Otto, Train IT Medical

BEducation (Adult), DipBus (Health), Cert IV Training & Assessment (40110)

## Approved Trainer for:

- Allied Health Professions Australia
- Australian Digital Health Agency
- Department of Health
- Best Practice Software
- MedicalDirector Clinical & PracSoft
- Australian Association of Practice Managers
- Australian Practice Nurses Association
- Avant Mutual Group
- HealthLink
- Argus
- Tyro
- Pen Clinical Systems
- TAFE (Accredited teacher) Medical Administration
- Rural Health West, ACCRM and others



# Webinars:

Webinar 1: Medical Software – recording available

**Webinar 2: Contacts and Referrals**

Webinar 3: Clinical note-taking – 25 July 2017 7.30pm EST

Webinar 4: Digital Health – 24 August 2017 7.30pm EST

For future Webinar info, registrations, recordings and free resources:

[www.ahpa.com.au](http://www.ahpa.com.au)

[www.trainitmedical.com.au](http://www.trainitmedical.com.au)



**AHPA**  
Allied Health Professions  
Australia (AHPA) is the national  
voice of allied health in Australia.

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**ABOUT AHPA**  
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**NEWS**  
**AHPA Digital Health Webinars**  
AHPA is continuing to work with its members to support greater involvement of allied health professionals in digital health initiatives and to help practices become digitally ready. Throughout 2017 we will be providing a series of webinars designed to help allied health professionals learn more about allied health practice software and digital services such as My Health Record. These webinars are free for all allied health professionals.  
Please click here to register for Webinar 1: An introduction to allied health practice software.  
Further webinars are planned to come, July and August.  
Webinar 2: Contacts and Referrals 18 June 2017 7.30pm EST  
Webinar 3: Clinical note-taking 25 July 2017 7.30pm EST  
Webinar 4: Digital Health 24 August 2017 7.30pm EST  
Please check back for registration links in the coming weeks.  
If you're interested in digital health and the work associated with it by AHPA, please also check out our annual newsletter. Click here for this free, sector MHI and health edition.



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**Allied Health Providers – Free Resources**  
Whether you are new to computers, or simply new to My Health Record, at Train IT Medical we are here to help with technology use that benefits you, your business and your patients.  
**Free Webinar series for Allied Health Providers brought to you by AHPA and Train IT Medical:**

## Allied Health Software Providers – Contact List

Software	Company Name	Phone	Website	Contact	Email
Bp Allied	Best Practice Software	1300 40 1111	<a href="http://www.bpsoftware.net">www.bpsoftware.net</a>	Glen Germaine	support@bpsoftware.net
Bp Premier	Best Practice Software	1300 40 1111	<a href="http://www.bpsoftware.net">www.bpsoftware.net</a>		support@bpsoftware.net
Clinic to Cloud	Clinic to Cloud	(02) 8750 5808	<a href="http://www.clinictocloud.com.au">www.clinictocloud.com.au</a>	Rafic Habib	rhabib@clinictocloud.com
Cliniko	Cliniko	0488 551 122	<a href="http://www.cliniko.com">www.cliniko.com</a>	Joel	joel@cliniko.com
Coreplus	Coreplus	1300 668 988	<a href="http://www.coreplus.com.au">www.coreplus.com.au</a>	Diana Younan	dianay@coreplus.com.au
Cutting Edge	Cutting Edge Software	1300 237 638	<a href="http://www.cesoft.com.au">www.cesoft.com.au</a>	Cathy Macmarquis & Lee Shayler	support@cesoft.com.au
eClaims	ACSS Health	02 9632 0026 ext 1	<a href="http://www.au.acsshealth.com">www.au.acsshealth.com</a>	Michelle Romero	sales@acsshealth.com
ePractice	ePractice	02 8005 7208	<a href="http://www.e-practice.com.au">www.e-practice.com.au</a>	Suparna Prakash	suparna@e-practice.com.au
Front Desk	SmartSoft	1800 18 18 20 ext. 924	<a href="http://www.smartsoft.com.au">www.smartsoft.com.au</a>	Timothy Watson	timothy@smartsoft.com.au
Gensolve	Gensolve	0421 468 046	<a href="http://www.gensolve.com">www.gensolve.com</a>	Rob Woodland	rob@gensolve.com
Healthkit	Healthkit	1800 984 334	<a href="http://www.healthkit.com">www.healthkit.com</a>	Lachlan Wheeler	lachlan@healthkit.com
Hippocamp	Hippocamp	0450 649 990	<a href="http://www.hippocamp.org">www.hippocamp.org</a>	Nick Batchelor	nick@hippocamp.org
MedicalDirector	MedicalDirector	1300 788 802	<a href="http://www.medicaldirector.com">www.medicaldirector.com</a>		gpsales@medicaldirector.com
Medilink	Medilink	0430 808811	<a href="http://www.medilink.com.au">www.medilink.com.au</a>	Geoff Neill	gn@medilink.com.au
MediRecords	MediRecords	(02) 9906 3839	<a href="http://www.medirecords.com.au">www.medirecords.com.au</a>	Peter Birch	peter@medirecords.com
Medtech	Medtech	(03) 9690 8666	<a href="http://www.medtechglobal.com">www.medtechglobal.com</a>	Ben Le Gros	blegros@medtechglobal.com
Mmx	ISA Healthcare Solutions	(08) 6250 9129	<a href="http://www.isahealthcare.com">www.isahealthcare.com</a>	Jisun Lim	Jisun.Lim@isahealthcare.com
Optomate Touch (Optical)	Monkey Software	0418 313 012	<a href="http://www.monkeysoftware.com.au">www.monkeysoftware.com.au</a>	Chris Monks	cmonks@monkeysoftware.com.au
OPIE (Orthotics & prosthetics)	OPIE Software		<a href="http://www.opiesoftware.com">www.opiesoftware.com</a>	Paul Prusakowski	paulcpo@oandp.com
Power Diary	Power Diary	1300 755 184	<a href="http://www.powerdiary.com.au">www.powerdiary.com.au</a>	Claire Spong	support@powerdiary.com
PPMP	PPMP	1300 784 908	<a href="http://www.ppmp.com.au">www.ppmp.com.au</a>	John McInerney	john@ppmp.com.au
Reception Star	Reception Star	0403 309 564	<a href="http://www.receptionstar.com">www.receptionstar.com</a>	Tim Burgan	tim@receptionstar.com
StatHealth	Stat Health	1300 00 STAT	<a href="http://www.stathealth.com.au">www.stathealth.com.au</a>	Carla Doolan	Carla.doolan@stathealth.com.au
Sunix	Sunix Computer Consultants P/L	02 8719 8988	<a href="http://www.sunixvision.com">www.sunixvision.com</a>	Florence Sun	florence.sun@sunixevue.com.au
Whiteboard	Whiteboard	0429 020 188	<a href="http://www.whiteboard.clinic">www.whiteboard.clinic</a>	William Radford	<a href="mailto:william.radford@whiteboard.clinic">william.radford@whiteboard.clinic</a>
ZedMed	ZedMed	1300 933 000	<a href="http://www.zedmed.com.au">www.zedmed.com.au</a>	Greg Brownbill	gregb@zedmed.com.au



# Software options:

ALLIED HEALTH SOFTWARE PRODUCTS																								
PRODUCT FEATURES	By Allied	By Premier	Clinic to Cloud	Clinic to	Cutting Edge Software	COREPL US	eClaims	E- PRACTICE	FRONT DESK	Sensolve	Healthkit	HIPPOC AMP	Mediscu Director Clinical	Mediscu	Mediscu eds	Minis	OPTOMA TE	OPIE	POWER DIARY	PPMP	Star Health	SUNIX	WHITEBO ARD	ZedMed
General																								
Professional Specifics?																								
Pricing: please describe how the pricing works	One off OR Subscription based	Per user licensing	\$550 Ex GST /HCP	Monthly fee	Subscription	Monthly subscription	2 options, lite and full	variable depends upon which	2 licensing models for flexibility	Per FTE Clinician only	software is free, pay for add-ons	\$10/practitioner/month	Per user licensing	plus optional extras	monthly fee per practitioner	Annual fee per user	Upfront & subscription		per place, No subs & contracts	licensed version 2.0	Stat Health	subscription of upfront purchase	Monthly fee per user	Provider Based
Is a Free Trial available?	Yes	yes	Yes	Yes, 30 days	Yes	Yes	No*	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Not publicly	Yes	Yes	Yes	No*	No	Yes	Yes	
another system?	Yes	yes	Yes	No	No	No	No*	Yes	Yes	chargeable	No*	No	yes	Yes	yes	Yes	Yes & No	No	No	Yes*	TBC	TBD	Yes	
Do you offer free Initial Training?	Yes	yes	No	No, its not in 24/5 - some help on weekends	Yes	Yes	Yes	Yes	Yes	No- Small Up	Yes	Yes	yes	No	yes	Yes	Yes	Yes	Yes	Yes*	TBC	Yes*	No	
Do you offer 24/7 support?	No	no	Soon		Yes	No	Yes*	support SAM - 3PM AEST	No	Yes	Yes	Yes	no	Yes	no	No	Yes	Yes	Yes	Yes	TBC	Yes	No	
Technical																								
Is the product Cloud Based?	Yes/No	no	Yes	Yes	Yes	Yes	Lites gets*	desktop version	desktop version	Yes	Yes	Yes	no	No, in develop	yes	Yes	No		Yes	offer a Cloud	Yes*	Yes	Yes	No
Are Daily Backups taken?	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	See hardware	Yes	Not required	No
Is data stored in Australia?	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Is an Offline Version available (if needed)	Yes	yes	No	No	No	No	No	Yes	Yes	Yes	No	No	yes	NA	no	version	No	No	No	No	Yes	No	Yes	
Is the software compatible with any devices?	No	no	Yes	Yes	Yes	Yes	Yes*	No	No	No- windows	Yes	Most	no	Yes*	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	PC	
Does the software run on both Windows & Mac?	Yes*	no	Yes	Yes	Yes	Yes	Yes*	Runs on Windows & Mac	Yes	No	Yes	Yes	no	Yes*	yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Windows only	
Is a patient portal app available?	No	yes - beta	Yes	No	No	Yes	No	No	No	Yes	Yes*	No	no	Due for release	yes	development	No	Yes	No	No	TBC	No	No	
Is the software customisable according to your needs?	Yes	no	Yes	Flexible, not customisable	Yes	Yes	Yes billing, No clinical	Yes	Yes	Yes	Yes*	Yes	no	Yes*	yes	Yes	Yes	Yes	Yes	Yes	Yes*	No	Yes	
Does it support multi site practices?	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Admin Features																								
Does it support Group Appointments?	No	no	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	no	Yes	Yes	Yes	No	Yes	Yes	TBC	Yes	No	No	
Is Online Appointment Booking available?	No	yes	Yes	Yes	No	Yes	Pending	Yes	Yes	Yes	Yes	No	yes	Due for release	yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	
Does it integrate with MYOB Accounts?	Yes	no	No	No	No	Yes	Pending	Manual	No	No	In progress	No	no	Yes	no	Yes*	Yes	Yes	Yes	Yes	Yes	No	No	
Does it integrate with Xero Accounting?	No	no	Yes	Yes	Not currently	Yes	Pending	Yes	Due for release	Yes	Yes	No	no	Yes	no	Yes*	Yes	Yes	Yes	Yes	Yes	No	No	
Does it work with Tyto Payment terms?	Yes	yes	WIP	No	No	Yes	Pending	No	Yes	Yes	Yes	No	yes	Yes	development	Under development	Yes	No	Yes	Yes	No	No	Yes	
Does it work with Hicaps?	No	yes	NO	No	No	No	Pending	Yes	Yes	Yes	In progress	No	yes	Yes	development	Under development	Yes	No	Yes	Healthpoint	Yes	No	No	
Does it integrate with Medicare?	Yes	yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	
Does it integrate with NDIS?	No	no	NO	No	No	No	No	No	No	No	Yes	No	no	In development	no	No	No	No	No	TBC	No	No	No	
Does it allow direct Scanning & Import?	Yes	yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Does it include a Recall and Reminder?	Yes	yes	Yes	Recalls yes, reminder no	No	Yes	yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Does it include SMS integration?	Yes	yes	Yes	Yes	No	Yes	yes	Yes	Yes*	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	
Is there a Stock Control function?	No	no	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	no	Planned	no	Yes	Yes	Yes	No	No	Yes	No	No	
Does it include Invoicing?	Yes	yes	Yes	Yes	Yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	
Does it include Expense Management?	Yes	no	No	Yes	No	Yes	no	No	No	Yes	Yes	No	no	No	no	development	Yes	No	No	No	Yes	No	No	
Can report templates be Customised?	Yes	yes	WIP	No	Yes	Yes	yes	Yes	Yes	Yes	Yes	No	yes	Mediscu custom	yes	Yes	Yes	Yes	Yes*	No	Yes	Yes	Yes	
Is the admin reporting customisable?	Yes	yes	No	No	Yes	Yes	no	No	Yes	Yes	Yes	Yes	no	Mediscu currently have a list	yes	Yes	Yes	Yes	Yes*	No	Yes	Yes	Yes	
Does it currently offer Kiosk Self Check?	No	Yes	APP Check	No	No	No	Pending	Yes	No	No	In progress	No	yes	No but planned	No	No	No	No	No	Yes	No	Yes	Yes	
Clinical Features																								
Secure Messaging Integration	Yes	yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	Yes	Yes	Yes	No*	Yes	Pending release	Pending	Yes*	Yes	
Referral and Composite Management	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Customisable Assessment/Progress	Yes	yes	Partially	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
Clinical Coding of diagnosis	No	yes	No	TBD	No	No	No	Yes	Yes	Yes	Yes	Yes	yes	No	yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	
Customisable letter templates	Yes	yes	Yes	Yes	No	Yes	yes	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	
Diagnostic/Associable body parts	Yes	yes	Yes	Very good	No	Yes	No	Yes	Yes	Yes	Yes	No	yes	Supplied by	yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	
Scan/Import photos & images to patient	Yes	yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	



# Learning Objectives:

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1. Understand key features related to managing referrals in medical software
2. Improve communication with referrers
3. Explore letter writing options
4. Consider Secure Messaging options for sending electronic communication

# Learning Objective:

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1. Understand key features related to managing referrals in medical software



# Writing Referrals

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## Criterion 1.6.2

### Referral documents

Our referral documents to other healthcare providers contain sufficient information to facilitate optimal patient care.

#### Indicators

► A. Our practice can demonstrate that referral letters are legible, contain at least three approved patient identifiers, state the purpose of the referral and where appropriate:

- are on appropriate practice stationery
- include relevant history, examination findings and current management
- include a list of known allergies, adverse drug reactions and current medicines
- the doctor making the referral is appropriately identified
- the healthcare setting from which the referral has been made is identified
- the healthcare setting to which the referral is being made is identified
- if known, the healthcare provider to whom the referral is being made is identified
- if the referral is transmitted electronically then it is done in a secure manner
- a copy of referral documents is retained in the patient health record.

<http://www.racgp.org.au/your-practice/standards/standards4thedition/practice-services/1-6/referral-documents/>

# GP perspective – sending you a referral

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Demonstration of GP perspective using Bp Premier to refer to allied health:

1. Generate a pre-created referral template (these come standard with most software products)
2. Access the Address Book/Contacts database within the software to find the allied health professional to refer to
3. Complete the referral
4. Use Secure Messaging to send the referral

# GP perspective – sending you a referral

Sp Premier Word Processor - Mr. Alan Abbott  
File Edit View Insert Format Table Templates Utilities Help

Double click on an item in the list to insert it into the document.

- General
- Current user
- Addressee
- Referring Dr
- Other contact
- Patient
- Clinical
  - Allergies/Reactions
  - Clinical comment
  - Blood group
  - Smoking status
  - Smoking history
  - Alcohol history
  - Family history
  - Social history
  - Current Rx list (All)
  - Current Rx list (Long term)
  - Current Rx list (Selected)
  - Past Prescriptions
  - Past history list (Active)
  - Past history list (Inactive)
  - Past history list (All)
  - Past history list (No detail)
  - Past history list (Selected)
  - Immunisation list
  - Investigation reports

Template favourites:

- Care Plan
- DMMR - Form 1
- EPC Referral
- GPMP with review column
- Specialist referral

**Referral form for Individual Allied Health Services under Medicare for patients with a chronic medical condition and complex care needs**

**Note:** GPs can use this form issued by the Department of Health and Ageing or one that contains all of the components of this form.

**To be completed by referring GP:**  
Please tick: ☐ Note: GPs are encouraged to attach a copy of the relevant part of the patient's care plan to this form.

☐ Patient has GP Management Plan (item 721 or review item 732) And Team Care Arrangements (item 723 or review item 732)

☐ GP has contributed to or reviewed a multidisciplinary care plan prepared by the patient's aged care facility (item 731)

Medicare rebates and Private Health Insurance benefits cannot both be claimed for these services. Patients should be advised that they must choose whether to access one or the other.

**GP details**

Provider No.

Name

Address

**Patient details**

Medicare No.

First Name  Surname

Address

**Allied Health Professional (AHP) patient referred to:**

Name

Address

**Referral details – Use a separate copy of the referral form for each type of service**

Electronic referral form for use by GPs to refer patients to allied health services under Medicare. It is to be used in conjunction with the Medicare referral form (Form 1) and the Medicare referral form (Form 2).

# GP perspective – your letters to them

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CONSENT

The AHP must provide a written report to the patient's GP after the first and last service, and more often if clinically necessary.

Allied health professionals should retain this referral form for record keeping and Medicare Australia audit purposes.

Allied health services funded by other Commonwealth or State/Territory programs are not eligible for Medicare rebates under this initiative.

This form may be downloaded from the Department of Health and Ageing website at [www.health.gov.au/mbsprimarycareitems](http://www.health.gov.au/mbsprimarycareitems).

**THIS FORM DOES NOT HAVE TO ACCOMPANY MEDICARE CLAIMS**



# Referral Letters – more tips

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Informed consent and protection of patient confidentiality with referral important to consider letters ie

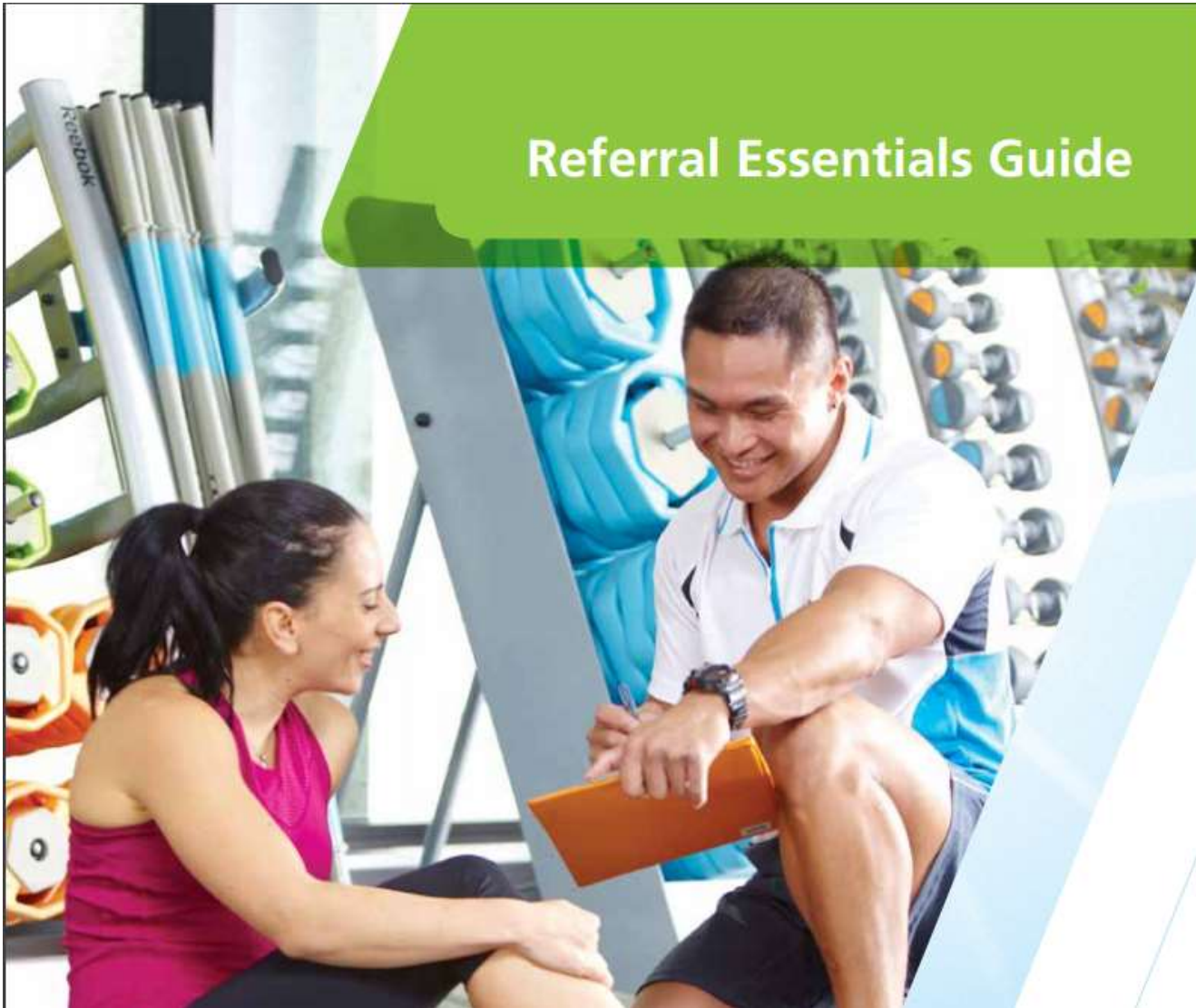
Inform patients of the contents of the referral letter

Where appropriate offer them the opportunity to read the contents or provide them with a copy.

Standards for Referral Documents: <http://www.racgp.org.au/your-practice/standards/standards4thedition/practice-services/1-6/referral-documents/>

Information Security: <http://www.racgp.org.au/your-practice/standards/interpretiveguide4thedition/practice-management/4-2/information-security/>

## Referral Essentials Guide



[https://fitnessaustralia-production.s3.amazonaws.com/uploads/uploaded\\_file/file/58717/FAUS558\\_Referral\\_Essentials\\_Guide\\_V11.pdf](https://fitnessaustralia-production.s3.amazonaws.com/uploads/uploaded_file/file/58717/FAUS558_Referral_Essentials_Guide_V11.pdf)



# Referral Essentials checklist

## Essential components of successful referrals

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1. Screen and assess

2. Evaluate

3. Decide

4. Prepare

5. Consent

6. Connect



[https://fitnessaustralia-production.s3.amazonaws.com/uploads/uploaded\\_file/file/58717/FAUS558\\_Referral\\_Essentials\\_Guide\\_V11.pdf](https://fitnessaustralia-production.s3.amazonaws.com/uploads/uploaded_file/file/58717/FAUS558_Referral_Essentials_Guide_V11.pdf)

# Managing Referrals & Reports

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1. Generate referrals/reports and save into patient record.
2. Send and receive using secure messaging.
3. Scan any manually received referrals/reports
4. Manage database of referrers/contacts.
5. Report on referral activity (data!)



# Managing Contacts


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Most of the medical software products include a **contacts database** to store information about referrers and other individuals and organisations you may need to liaise with.

Important to keep contact information up-to-date because:

- Makes it easier to share information electronically eg reports
- Contact details can be re-used for letter writing etc
- Helps with marketing
- Ease of claiming e.g. provider numbers etc
- Contact categorisation improves search capability

# Contacts – Bp Premier

 Contact details ✕

☒ Individual ☐ Company/Institution

Title: 

Mrs. ▾

 First name: 

Nancy

Surname: 

Drew

Select

Greeting: 

Sir/Madam

Category: 

Dietitian ▾

Addresses:

Address	Phone	Fax
50 Heavy Pd, Practiceland, 4000.		

Add

Edit

Delete

Import

Mobile phone:  Pager:  A/H phone:

Provider No.:  Health Identifier:

PKI key ID: 

Attach HeSA Certificates

 Skype:

E-mail:  Web site:

Messaging provider:  Account ID: (if applicable)

Comment: 

HealthLink

Argus

Medical Objects

☐ Available to assist at operations

Save

Cancel

# Address Book – MedicalDirector Clinical

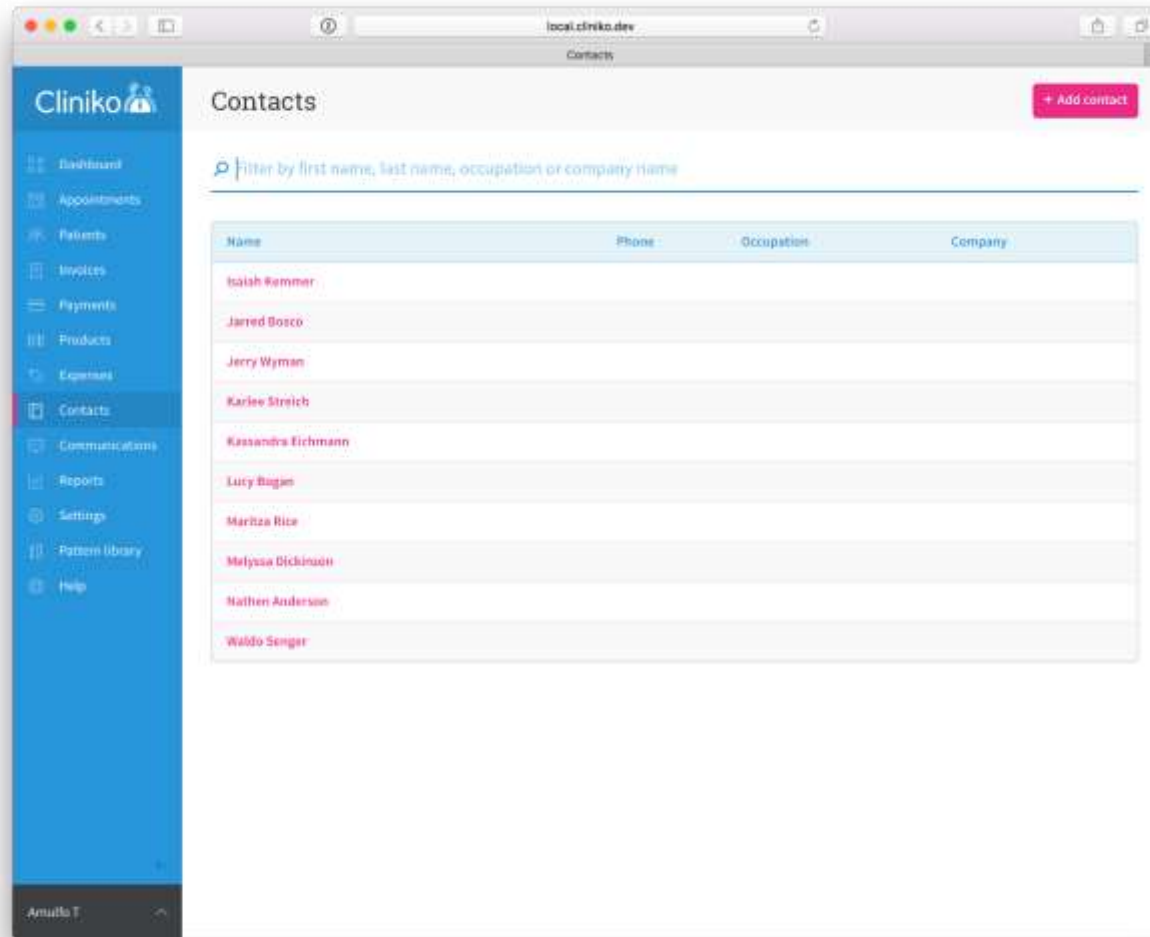
The screenshot shows the 'Address Book' application window. At the top, there is a search bar labeled 'Search by surname:' and a filter bar labeled 'Filter by category:'. Below this is a table with columns: MDX, Name, Category, Phone - Business, and Address. The table contains one entry: COLBURN, Ms Brooke, Occupational Therapy, and 1 Happy Street.

The 'Addressee Details' dialog box is open, showing the following fields:

- Person**
  - Title: MS (dropdown)
  - Firstname: Brooke
  - Surname: Colburn
  - Greeting: Brooke (dropdown)
  - Category: Occupational Therapy (dropdown)
  - Provider No.: (text field)
- Address**
  - Line 1: 1 Happy Street
  - Line 2: (text field)
  - Line 3: (text field)
  - Suburb: HAPPY VALLEY (dropdown)
  - Postcode: 4825
  - Email: (text field)
  - ☒ Auto-capitalise
- Identifiers**
  - HPI-I: (text field)
  - HealthLink EDI: (text field)
  - Company: (dropdown)
- Contact**
  - Work: (text field)
  - Mobile: (text field)
  - Fax: (text field)
  - Pager: (text field)
  - A/H: (text field)
- Notes**
  - (Text area)

At the bottom of the dialog box are 'OK' and 'Cancel' buttons. A red arrow points to the 'Identifiers' section.

# Contacts – Cliniko





# Contacts – Cliniko

The screenshot displays the Cliniko web application interface. On the left is a blue sidebar with a menu containing: Dashboard, Appointments, Patients, Invoices, Payments, Products, Expenses, Contacts (highlighted), Communications, Reports, Settings, Petwin library, and Help. The main content area is titled 'Isaiah Kemmer' and 'Contacts'. It includes a 'Contact type' section with radio buttons for 'Standard' (selected), 'Doctor', and '3rd Party Payer'. Below this is a 'Personal Information' section with fields for Title (Mrs.), First name (Isaiah), Last name (Kemmer), Preferred name, Occupation, and Company name. The 'Contact Information' section contains a 'Phone numbers' area with an 'Add phone number' button, an 'Email' field with the value 'cphelia@example.net', and an 'Address' section with fields for Address (33778 Padberg Road), Apt. 253, and a blank line for a third address line.

# Contacts – MediRecords



Home Appointments Waiting Room Patients Accounts ▾ More ▾   

Find Patient



+ Patient

+ Appointment

+ Clinical Action

+ Task



## RESOURCES

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### Patient Education

Manage patient education resources. Rate and share patient education material with the MediRecords Community.



### Contacts

Manage lists of service providers and health professionals. Connect with other MediRecords practices and users.



### Clinical Templates

Manage clinical template resources. Rate and share clinical templates with the MediRecords Community.



### Letter Templates

Create new letter templates, footers and headers.



### Clinical Drawings

Manage clinical drawing resources. Rate and share clinical drawings with the MediRecords Community.




### Drugs

Manage drug protocols and recipes. Create, rate and share custom drug protocols with the MediRecords Community.



# Contacts – MediRecords


Home Appointments Waiting Room Patients Accounts More

+ Patient + Appointment + Clinical Action + Task

< Health Professionals | 16 Health Professionals
 Filter

New More ?

	Name	Category	City/Suburb	State	Phone	Email	Status	Share
<input type="checkbox"/>	David Rowse	Employee Doctor	Wembley	WA	0892840452	d.rowse@capstonehealth.com.au	Active	
<input type="checkbox"/>	Dentist Bupa	Dentist	Melbourne	VIC	1212121212	dentist@bupa.com	Active	Practice Contact
<input type="checkbox"/>	Elaine Liew	Practice Owner	Glen Iris	VIC	0390022888	elaine@toorongamedical.com.au	Active	
<input type="checkbox"/>	Hari Jeyarajan	Practice Owner	Brighton	VIC	0395969955	hari.jeyarajan@gmail.com	Active	
<input type="checkbox"/>	Joseph Lien	Psychologist	Penrith	NSW	0247348755	joseph@penrithpsychology.com.au	Active	
<input type="checkbox"/>	Leanne Jacka	Receptionist	Brighton	VIC	0400624497	leanne@voice2print.com.au	Active	
<input type="checkbox"/>	Loretta O'Sullivan-Pippia	Practice Owner	Albion	QLD	0732561219	loretta@twelve9teensportsphysiotherap...	Active	
<input type="checkbox"/>	Matt Peterson	Practice Owner	St Leonards	NSW	0299063839	jazz@medirecords.com	Active	
<input type="checkbox"/>	Mauro Gagliardi	Psychologist	Penrith	NSW	0247348755	mauro@penrithpsychology.com.au	Active	
<input type="checkbox"/>	Michael Salldrick	Dentist	Barangaroo	NSW	0299063839	michael@medirecords.com	Active	
<input type="checkbox"/>	Mitchell Tanner	Practice Owner	Singleton	NSW	1800784468	drmstanner@gmail.com	Active	
<input type="checkbox"/>	Ramsay Admissions	Practice Manager					Active	
<input type="checkbox"/>	Valerie Davids	Audiologist	Brighton	VIC	0395969955	valeriedavids@yahoo.com.au	Active	
<input type="checkbox"/>	Vaughan Lapthorne	Psychologist	Penrith	NSW	0247348755	vaughan@penrithpsychology.com.au	Active	
<input type="checkbox"/>	Xantie Xantos	Paediatrician					Active	
<input type="checkbox"/>	Xavier Xanthie	Urologist	Brisbane Gpo	QLD	0743331000		Active	

1 - 16 of 16 items

# PowerDiary - Referrals

John Doe (782, Client)

[Details](#) [Appointments](#) [Contacts](#) [Notes](#) [Files](#) [Invoices](#) [Statements](#) [Reminders](#) [Referrals](#) [Packs](#)

## Referrals

### Edit Referral

Referrer: Alice Time [Change Referrer](#)  
Start Date: 13/06/2017   
End Date: 12/06/2018   
[Select Duration](#)

Notes

Referred for X Sessions

- ☒ Show Referral on Invoice Print  
☒ Default referral for new invoices

[Save](#) [Cancel](#)

## Referrals Received

[+ Receive New Referral](#)

Start	End	Referrer	Default Referral	Show on Invoice Print	Notes	Actions
13/06/2017	12/06/2018	Dr Alice Time (7845369X)			Referred for X Sessions	<a href="#">Edit</a> <a href="#">X Delete</a>

# Tracking Referrals

---

## Healthkit

For appointments with a referral, claim and referral details as well as expiry details such as the number of appointments made (including this appointment) under the referral, which turns red when it is the last appointment covered under the referral.

## Cliniko

Ability to track, categorise and report on referral sources for marketing purposes.

## Gensolve

Capture referral source, and enables reporting on referral source and condition.

## PPMP

Tracking of referrals, includes referral issue date, referral provider # etc

## coreplus

Manage each separate referral and their appointment limits/expiry dates

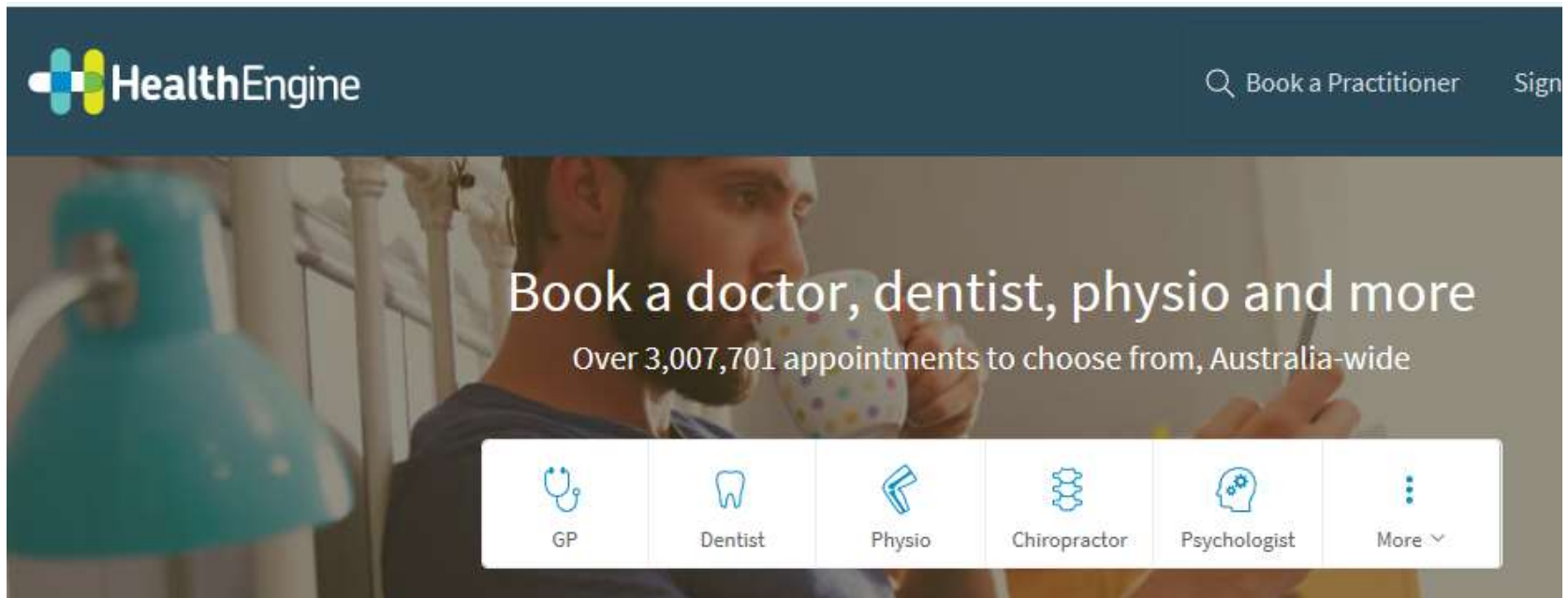
Accredited referrer partner network sources & books patients directly into your calendar. Reconciles where referrals are coming from & administers payments.

## PowerDiary

Stores referrer name and details including expiry date, date of referral.  
Can report on client referral expiries.

# Do you need more referrals?

---



- Online Health Directory to attract new patients
- Online Bookings with medical software integration (some)
- Can help to fill appointment gaps and reduce 'no shows'



# Learning Objectives:

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## 2. Improve communication with referrers

# Improve Communication with Referrers

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- ✓ Thank referrers by data tracking source
- ✓ Show you are a progressive practice that is keeping up clinically and with technology.
- ✓ Simplify report writing through use of customised templates
- ✓ Create your own referral templates and share with GP software.
- ✓ Use Secure Messaging to send and receive (it is part of GP accreditation they use it)

# Learning Objectives:

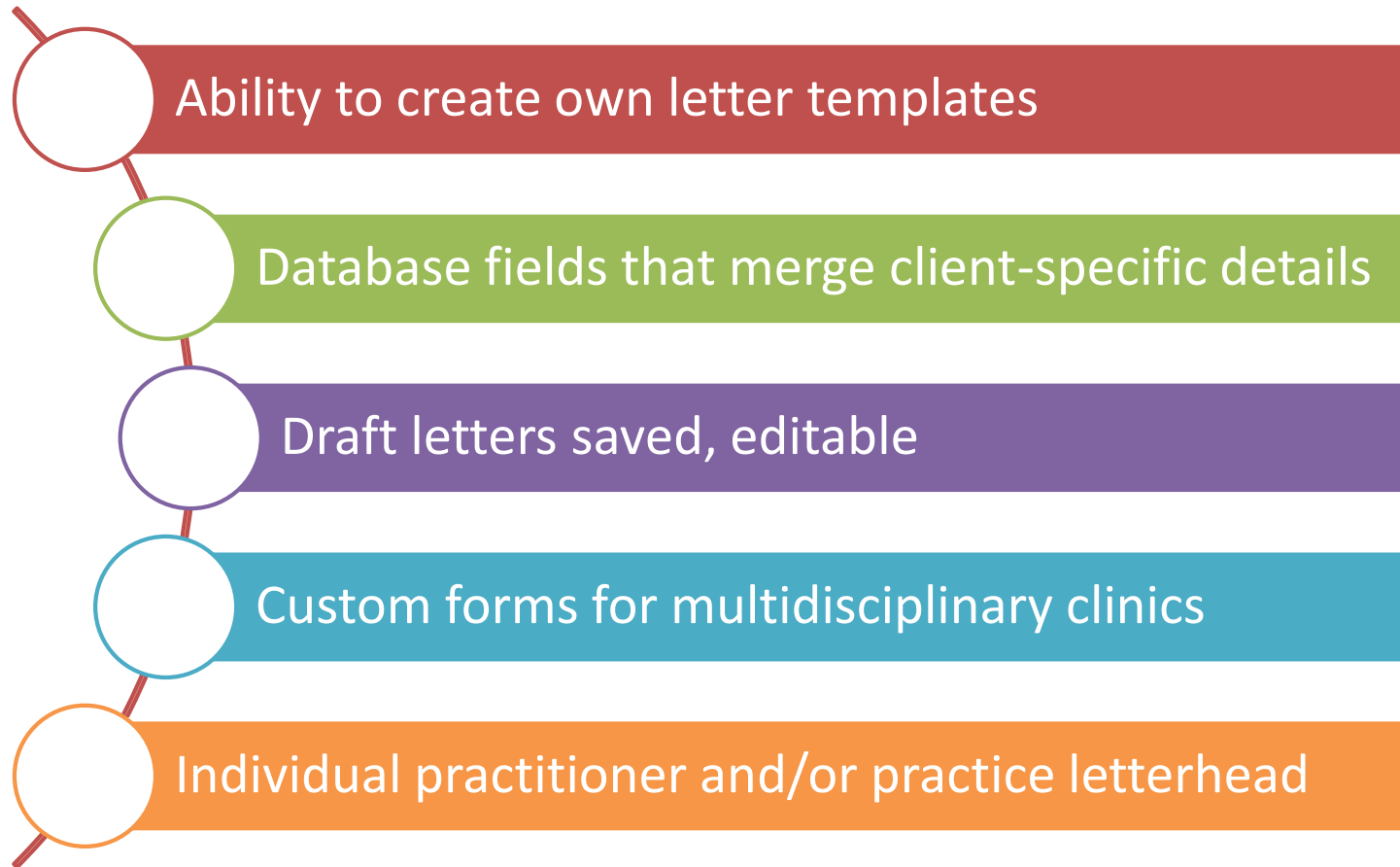
---

## 3. Explore letter writing options



# Software letter-writing options

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# Letters – Cliniko

The screenshot shows a web browser window with the URL `local.cliniko.dev` and the page title `New letter template`. The Cliniko logo is in the top left corner. A blue sidebar on the left contains a menu with the following items: Dashboard, Appointments, Patients, Invoices, Payments, Products, Expenses, Contacts, Communications, Reports, Settings (highlighted), Pattern library, and Help. The main content area is titled 'New letter template' and includes a breadcrumb trail: `@ Settings > Letter templates > New letter template`. The form contains the following sections:

- Template Name:** A text input field with the placeholder 'Update on your referred patient' and a note: 'This name is for your reference only.'
- Template:** A row of buttons for text formatting: 'Heading 1', 'Heading 2', 'Normal', 'Bold', 'Italic', 'Underline', 'List', 'Link', 'Image', and 'Table'.
- Fields:** Five dropdown menus labeled 'PATIENT', 'PRACTITIONER', 'BUSINESS', 'CONTACT', and 'REFERRING DOCTOR'. Below these is a 'GENERAL' dropdown.
- Text Editor:** A large text area containing a pre-filled letter template with the following text:

```
Dear {{ReferringDoctor.Title}} {{ReferringDoctor.FullName}},  
  
RE: {{Patient.FullName}}  
  
Thank you for your referral of {{Patient.FirstName}}.  
I am writing to let you know of my diagnosis and treatment plan.  
[INSERT DETAILS HERE]  
  
Please don't hesitate to contact me if you have any questions.  
  
Kind regards,  
  
{{Practitioner.FullNameWithTitle}}  
{{Business.Name}}  
{{Business.WebsiteAddress}}  
{{Business.ContactInformation}}
```

# Letters – Cliniko

The screenshot displays the Cliniko web application interface. The browser address bar shows 'local.cliniko.dev'. The top navigation bar includes the Cliniko logo and a patient name 'Mr. Abbie Lemke' with an 'Add medical alert' button. A left sidebar contains a menu with options: Dashboard, Appointments, Patients (selected), Invoices, Payments, Products, Expenses, Contacts, Communications, Reports, Settings, Patient library, and Help. The main content area is titled 'Mr. Abbie Lemke' and shows a breadcrumb trail: 'Patients > Abbie Lemke > Letters > Letter to Dr Kemmer'. Below the patient name, there are tabs for 'Patient details', 'Treatment notes', 'Letters' (active), 'Attachments', 'Appointments', 'Invoices', 'Payments', 'Account statement', 'Recalls', and 'Communications'. A 'Book appointment' button is visible. The 'Letters' tab shows a list of letters, with the first one selected. The letter content is displayed in a large text area, showing a template for a letter to Dr. Kemmer. The letter text includes: 'Dear Mrs. Isalah Kemmer,', 'RE: Abbie Lemke', 'Thank you for your referral of Abbie.', 'I am writing to let you know of my diagnosis and treatment plan.', 'I have examined Abbie and discovered that she has a hairline fracture in her left Ankle.', 'Due to the location and size of the fracture, a cast will not be required. I have shown Abbie an appropriate strapping technique to use daily for the next 8 weeks.', 'In 4 weeks time, Abbie will return for a follow up session to see how she is progressing.', 'Please don't hesitate to contact me if you have any questions.', 'Kind regards,', 'Abigale Pouras', and 'Morar LLC'.



# MediRecords

**NEW LETTER**

File Letter Care Plan Migrated Clinical Images Favourites More ☐ Confidential

---

Format

Snapshots    99%

---

Select what data to display:

- + Addressess
- + Clinical
- + Current User
- + General
- + Investigation Request
- + Patient
- + Patient Family
- + Patient Family History
- + Patient Relationship
- + Patient Settings
- + Practice
- + Practice Management

---

### SYDNEY NORTH HEALTH NETWORK ATAPS PARENT AND INFANT REFERRAL FORM

*Please call the ATAPS Referral line on 1300 762 893.*

**GP must complete ALL SECTIONS then FAX directly to ALLIED HEALTH PROFESSIONAL (AHP)  
AHP must be an Sydney North Health Network (SNHN) approved ATAPS provider**

☐ GP Child Treatment Plan Completed: \_\_\_\_\_

Patient Unique Identification Number (PIN): \_\_\_\_\_ Expiry Date: \_\_\_\_\_

ATAPS funding is restricted and allocated to specific programmes. It is acknowledged that it is not possible to complete the Mental health Treatment Plan for an infant, therefore the questions asked will focus on the mother.

Item numbers remain the same, these being **MBS Item 44** (40+ mins) and **MBS Item 36** (20+mins).

Referring Practitioner	GP Provider Number	Practitioner Details	Date of Referral
Dr Peter Birch 1212121212	3420401X	Name: ModRocedy Admin Fax: 0299999990 Phone: 0407376911	

Provisional Referral: \_\_\_\_\_

**Child's relationship to primary contact:**

Name	Disease	Outcome	Comments
Father	Heart Disease [Disorder] _____	_____	start: _____

History Profile	Infant / Child Profile	Language Spoken at Home	Explicitly
Profile: Standard	Profile: Standard	Preferred language: _____	_____
Date of Birth: _____/_____/_____	Date of Birth: <b>01/06/1986</b>	Spoken at home: _____	_____
Sex: [Male]	Sex: <b>Female</b>	English Level: _____	Explicitly: _____
Address: _____ STG Status: _____	Address: 77 Burfitt Street Leichhardt, NSW, 2040, AU Ethnicity: _____	Interpreter needed? <b>[No]</b>	_____

Highest Level of Education	Parent Primary Diagnosis	Child has 1st Risk For
Parent health care before? <b>[No]</b>	Parent diagnosis: Antenatal Depression: _____	_____
Education: _____	Postnatal Depression DOB of Child: _____	_____

---

Date	Type	Author	Reviewer	Status
30/03/2017	Letter	Dr Matt Peterson	Dr Matthew J Galletta	Draft
28/09/2016	Care Plan	Dr George Signoretti	Dr George Signoretti	Draft
25/09/2016	Patient Health Summary	Dr Matt Peterson	Dr Patrick Pulvers	Draft
23/09/2016	Specialist Letter	Dr Peter Rushford	Dr Patrick Pulvers	Final
08/09/2016	Referral	Dr Don Doctor Test	Dr George Signoretti	Draft

# Learning Objectives:

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4. Consider Secure Messaging options for sending electronic communication

<http://trainitmedical.com.au/4-steps-to-secure-messaging-success>



**Emails must be encrypted.  
Must comply with standards for secure  
transmission of patient health information.**

# Secure Messaging

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- Secure transfer of encrypted patient information

Reports

Referrals

Results

Discharge Summaries

# Sending and Receiving Documents

---

- Create and send directly from letter writer (where available)
- Receive referrals /discharge summaries / care plans etc into clinical software/patient file
- Stored electronically for quick retrieval
- Audit trail ensures successful delivery

# Secure Messaging - Benefits

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- Confidential patient correspondence
- Improves timeliness of receipt of clinical information
- Reduce use of paper correspondence
- System notification of successful delivery
- Read receipt



# Secure Messaging – Key Points - Legislation

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- Anything sent electronically must be 'readily accessible so as to be useable for subsequent reference.
- Must have read receipt
- Recipient must consent to receiving electronically
- If sending referrals electronically they should be encrypted

Information about how to transmit and store referrals or requests electronically: <https://www.humanservices.gov.au/health-professionals/subjects/electronic-referrals-and-requests>

Legislation: Electronic Transaction Act 1999 on the ComLaw website: <https://www.legislation.gov.au/Details/C2011C00445>

# Why Secure Messaging – from coreplus

---

## **Privacy Act**

- Compliance
- Encryption and security not guaranteed; risk of interception in transit, sent to wrong recipient, read by unintended recipient

## **Culture**

- General practice, moving away from email to secure communication methods...if you're not connected, they can't see you!



# Pros and Cons

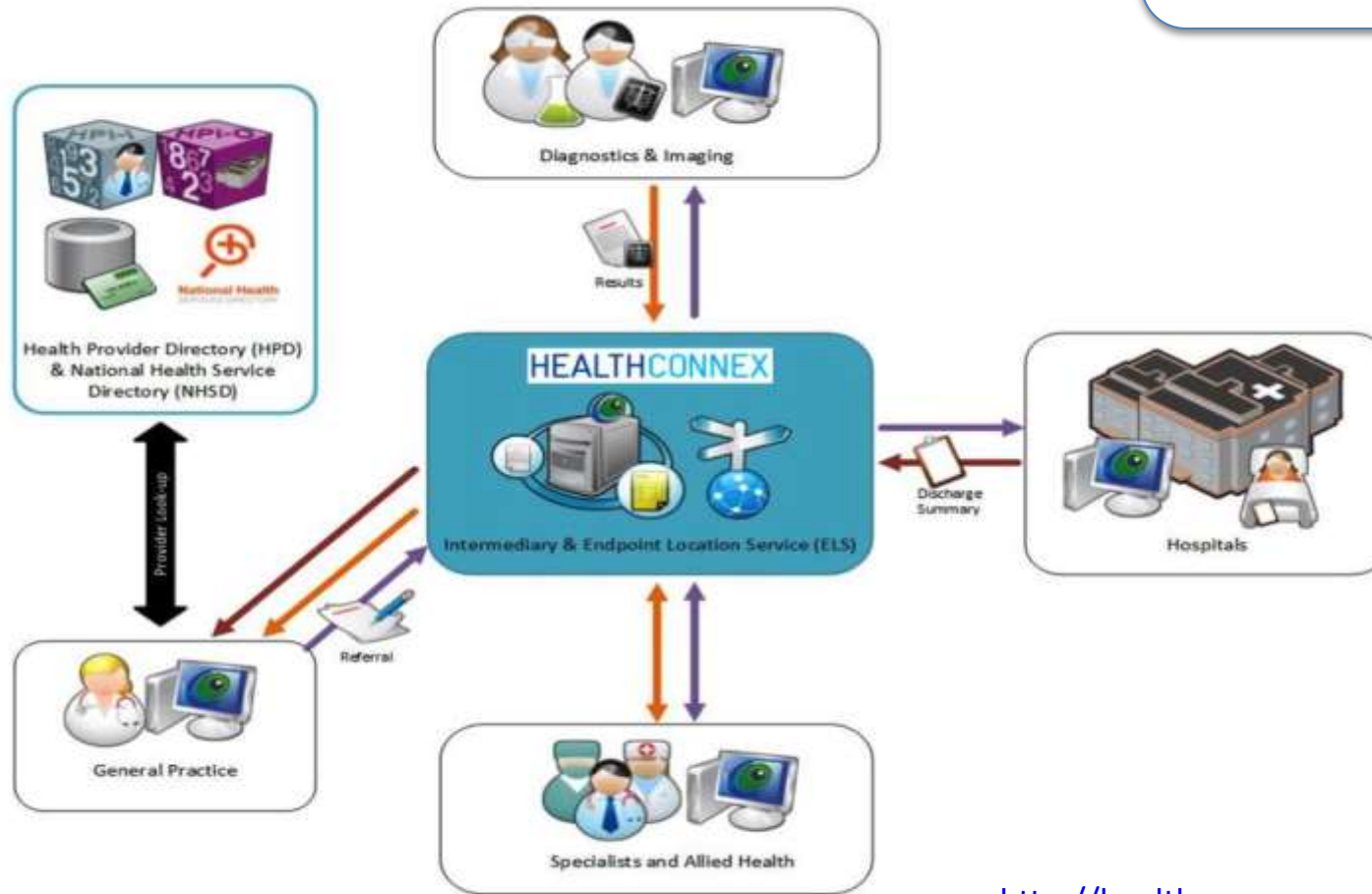
PROS	CONS
You have Secure Messaging!	Multiple installation and annual costs \$\$, potential integration costs
Compliance with Privacy Act	Multiple log-ins and products to be used and maintained concurrently
You are part of the electronic communication culture	Not designed to send information electronically to patients

Buy secure messaging products that GPs are connected to  
GPs are not all on the same networks, multiple products require purchasing to ensure coverage for reasonable referral flows

# Secure Messaging

## Secure Messaging System

Argus, HealthLink,  
Medical Objects etc



<http://healthconnex.com.au/solution/argus>

# Sending Referrals electronically

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*“If sent electronically, a referral should be encrypted, unless patients have provided informed consent for it to be sent otherwise.”*



<http://www.racgp.org.au/your-practice/standards/standards4thedition/practice-services/1-6/referral-documents/>

# Secure Messaging Providers & Software Compatibility

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- **Argus** - <http://healthconnex.com.au/solution/argus>
- **HealthLink** - [http://www.healthlink.net/en\\_AU/](http://www.healthlink.net/en_AU/)
- **Medical Objects** - <https://www.medical-objects.com.au>
- **MMEX** - <http://www.mmex.net.au>
- **ReferralNet** - <https://www.referralnet.com.au>

# Secure Messaging – HealthLink Online Directory

HealthLink Online Directory - <https://secure.hlink.net.au/directory/login.php>

Organisations		Providers						
Find selected		No Practices / No Providers						
		Any field Contains north sydney Search Show all Details format: 20 Page 1 of 3 Records Per Page: 25						
		Organisation Name	Phone Number	Messaging Address(EDI)	Vendor Software	PHN	State/Territory	Last Modified
	Providers	Harbour Radiology	(04) 5549 4046	HARBORRAD	Kariviva	Northern Sydney	NSW	21/06/2016
	Providers (1)	The Fly-On Doctor	(04) 1189 3199	FEVALAER	Unknown	Northern Sydney	NSW	10/06/2016
	Providers (4)	Greenwood Medical Centre	(02) 9079 8144	GRWGDHMC	Best Practice	Northern Sydney	NSW	31/05/2016
	Providers (1)	Cartwright Physical Therapy	(02) 9922 6116	CARTWPHY	Other	Northern Sydney	NSW	23/02/2016
	Providers (1)	Dr David Isaacs	(02) 9922 4900	DRDSACS	Best Practice	Hunter New England and Central Coast	NSW	12/10/2015
	Providers (3)	Specialist Orthopaedic Group	(02) 9986 1955	SPECORTH	Shoole	Hunter New England and Central Coast	NSW	23/07/2015
	Providers (1)	Dr Steven Tan	(02) 9922 4222	STEVTAN	Shoole	Northern Sydney	NSW	4/07/2015
	Providers (8)	Hillar Street Medical Practices	(02) 9955 8056	MELLERHP	Best Practice	Northern Sydney	NSW	4/07/2015
	Providers	Sydney Melanoma Unit	1300 799939	SYDMELAN	Best Practice	Northern Sydney	NSW	4/07/2015
	Providers (1)	Dr Sue Vaintrabe	(02) 9922 2330	DRSVALMA	Genie	Northern Sydney	NSW	4/07/2015
	Providers (2)	North Sydney Plaza Medical Centre	(02) 9923 1122	NTHSDPLM	Best Practice	Northern Sydney	NSW	4/07/2015
	Providers (1)	Dr Kaleb Hartman	(02) 8920 0260	KHARTMAN	Medical Director 3	Northern Sydney	NSW	4/07/2015
	Providers (2)	Dr Ranaul Pope	(02) 9911 7280	DRRADULP	Genie	Northern Sydney	NSW	4/07/2015
	Providers (3)	Walker Street Doctors	(02) 9955 1556	WALKERSD	Best Practice	Northern Sydney	NSW	4/07/2015
	Providers (3)	North Sydney Orthopaedic & Sports Medicine Centre	(02) 9409 0500	NGOSHCCN	SPM	Northern Sydney	NSW	4/07/2015
	Providers	Dr Michael Harden	(02) 9954 1088	DRMHARDE	Genie	Northern Sydney	NSW	4/07/2015
	Providers (1)	Dr Kyle Snook	(02) 9911 7230	DRKSNOOK	Genie	Northern Sydney	NSW	4/07/2015
	Providers (3)	North Sydney Sports Medicine	(02) 9966 4700	NTHSYDCSP	Genie	Northern Sydney	NSW	4/07/2015
	Providers (2)	Dr Katrina Moore and Dr Jenny O'Sullivan	(02) 9483 1473	DRKMDORE	Genie	Northern Sydney	NSW	4/07/2015
	Providers (3)	North Sydney Medical Practice	(02) 9922 3022	NTHSYDMP	Medical Director 3	Northern Sydney	NSW	4/07/2015

# Secure Messaging – Argus (Telstra)

SEND & RECEIVE	SEND ONLY	RECEIVE ONLY
These Clinical Software Packages can send and receive via Argus directly from within the Clinical Software:	These Clinical Software Packages do not import automatically. You can still do not send from within the receive via Argus as a Word Document.	These Clinical Software Packages do not send from within the software. You can still send via an Argus/Word Template.
<ul style="list-style-type: none"><li>• Audi 4</li><li>• Best Practice</li><li>• Careys</li><li>• Clinic To Cloud</li><li>• Communicare</li><li>• Direct Control</li><li>• ePractice</li><li>• Genie</li><li>• Genu</li><li>• GP Complete</li><li>• Health Track</li><li>• Houston (VIP)</li><li>• Incline</li><li>• JamSoft</li><li>• Medical Director 3</li><li>• Medical Wizard</li><li>• Medinet</li><li>• MedTech 32</li><li>• MedTech Evolution</li><li>• Moon</li><li>• My Practice</li><li>• PathBase</li><li>• Practice 3000 (SQL)</li><li>• Practice</li><li>• Proroads</li><li>• Proroad Clinical</li><li>• Sheile</li><li>• SmartRooms</li><li>• The Practice</li><li>• The Specialist</li><li>• VSP (Houston)</li><li>• Zedmed Clinical</li></ul>	<ul style="list-style-type: none"><li>• Blue Chip</li><li>• Bonnet</li><li>• Clinical Computers</li><li>• Comad</li><li>• Ferret</li><li>• FrontDesk</li><li>• Impulse</li><li>• Kestral</li><li>• Locum</li><li>• Medflex Clinical</li><li>• Medflex PMS</li><li>• Modlink</li><li>• Medscope</li><li>• Mosaic</li><li>• NetPodiatry, NetPhysio, NetOsteo, NetChiro, NetOcco and NetDent</li><li>• Oasis</li><li>• Optomate</li><li>• Power Diary</li><li>• RJA Medical (MedWin)</li><li>• TimeMachine2</li><li>• Viewpoint</li><li>• Zedmed Office</li></ul>	<ul style="list-style-type: none"><li>• Manat</li><li>• Profile</li><li>• SARAH (Residential Aged Care)</li><li>• complete</li></ul>

Check whether your software can:

Send & Receive  
Send Only  
Receive Only

[Learn more about Telstra HealthConnex \(Argus\)](#)

# Secure Messaging – coreplus

---

- Many to many Secure Message product; the Secure Message Hub
- Currently integrated with HealthLink, Argus and shortly with Medical Objects
- No costs upfront/ installation or annual per practitioner fees.
- Just a simple per message fee (\$1) when you receive a valuable referral.



# Secure Messaging – from coreplus

The screenshot shows the 'coreplus' Secure Messaging Inbox. The interface includes a sidebar with navigation options like Dashboard, Calendar, Clients, Files, and various messaging tools. The main area displays a table of received messages. A teal arrow points to the 'Document Name' column header with the text 'Your received messages'. Another teal arrow points to the 'Assign referral to patient and practitioner' button with the text 'Assign referral to patient and practitioner'. A third teal arrow points to the 'Message viewer' tab with the text 'Message viewer'. The message viewer displays a referral letter from 'GP Clinic' to 'Dr Michelle Clarke' at 'Riverside Clinic'.

**Secure Messaging Inbox**

Message Status: All Assigned Practitioner: All

**Your received messages**

Date	Document Name	Client Name	Practitioner
18/04/2017	Letter	John Smith	Michelle Clarke
18/06/2017	Referral Letter	Jane Thompson	Michelle Clarke
23/06/2017	Referral Letter	Tim Burton	Mark Barber
23/06/2017	Results	Felicia Nichols	Mark Barber
23/06/2017	Referral Letter	Adella Epstein	Michelle Clarke
24/06/2017	Referral Letter	Ellie Young	Joseph Li

Type a clients name... [Set Client] Select Practitioner [Set Practitioner] [Complete] [Renewal] [Delete]

**Assign referral to patient and practitioner**

**Message viewer**

**GP Clinic**

Level 1, Smith Place  
182 Millers Way  
Wandsworth, VIC

Tel: 1300 668 988  
Fax: 03 93203421

Fri, 16 Jun 2017

Dr Michelle Clarke  
Riverside Clinic  
350 Ascot Vale Rd  
Moonee Ponds, Vic

Are you practicing happy?



# Secure Messaging – MediRecords

Shaw, Lauren ✕

Find Patient

+ Patient + Appointment + Clinical Action + Task

Holding Inbox Outbox

## Secure Messaging

Filter

Assign Add Patient Add Provider More ? Search

	Date	Patient Name on Report	Subject	Addressed	Patient	Provider	Complete	Laboratory/Provider
<input type="checkbox"/>	07/06/201...	Mr Sofyan Djalil	(Mobile - Full Clinical Rec...	Mr Sofyan Djalil	Mr Sofyan Djalil		No	Sofyan Djalil
<input type="checkbox"/>	07/06/201...	Mr Saipul Jamil	(Mobile - Full Clinical Rec...	Mr Saipul Jamil	Jamil, Saipul		No	Saipul Jamil
<input type="checkbox"/>	07/06/201...	MS RECORDS MEDI	ECG, ECGTrace	TESTING ERT ARCHIVE RES...		Robin Hadiprodjo	No	NATA
<input type="checkbox"/>	07/06/201...	PATIENT DUMMY	Blood Bank	TESTING ERT ARCHIVE RES...		Robin Hadiprodjo	No	NATA
<input type="checkbox"/>	07/06/201...	June JONES	E/LFT (MASTER)	DR THOMAS ANDERSON			No	QML
<input type="checkbox"/>	07/06/201...	Christopher ALEXANDER	Consultation Note (T AN...	DR THOMAS ANDERSON			No	Demo Server
<input type="checkbox"/>	06/06/201...	Mrs Lauren Shaw	(Mobile - Full Clinical Rec...	Mrs Lauren Shaw	Shaw, Lauren		No	Lauren Shaw
<input type="checkbox"/>	05/06/201...	Mrs Kim Murfitt	(Mobile - Full Clinical Rec...	Mrs Kim Murfitt			No	Kim Murfitt

# 1. Register with the Healthcare Identifier Service

These steps are required for:

- Healthcare organisations that want to apply for a Healthcare Provider Identifier for Organisations (HPI-O)
- Healthcare organisations that want to access the HI Service and download patient Individual Healthcare Identifiers (IHIs)
- Healthcare organisations that want to access the My Health Record system
- Healthcare organisations that want to use Secure Message Delivery (SMD)
- Healthcare Providers that want a Healthcare Provider Identifier for Individuals (HPI-I)

[Click here to Register with the Healthcare Identifier Service](#)

[Access National Health Provider Directory](#)

[www.digitalhealth.gov.au](http://www.digitalhealth.gov.au)

[www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

## 2. Add yourself to the National Health Services Directory

---

The National Health Services Directory is a joint initiative of all Australian governments, delivered by Healthdirect Australia, to enable health professionals and consumers access reliable and consistent information about health services.

<http://www.nhsd.com.au/>



	Find A Service	About Us	Resources	Register
<b>Find a Health Service</b>				
	General Practice >			
	Pharmacy >			
	Emergency Department >			
	Hospital Services >			
	Psychology >			
	Occupational Therapy >			
	More Services >	 <b><u>Register your health service in the NHSD</u></b>		

***Updating your General Practice after hours information***

If your service is currently listed in NHSD but the information is incorrect or incomplete please email updates to [nhsd@healthdirect.org.au](mailto:nhsd@healthdirect.org.au).

If your service is not listed in NHSD please [register](#) and complete your details including your practice arrangements for after hours care.

# Find a Health Service



General Practice



Pharmacy



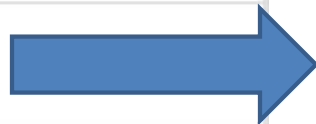
Emergency Department



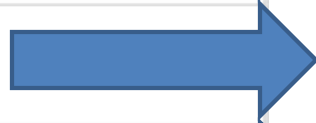
Hospital Services



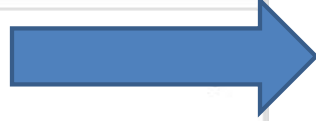
Psychology



Occupational Therapy



More Services



National Health Services Directory - Microsoft Edge

widgets.nhsd.com.au/nhsd/widget/modular/web/#!/modal?apiKey=nhsccn-9v5RwUZocHY2BebTOvAhA93n

## Find a Health Service

Cromer, 2099, NSW

Find...

+ More Services

<input type="checkbox"/> Hospital Services	<input type="checkbox"/> Maternal, Child and Family Health
<input type="checkbox"/> Occupational Therapy	<input type="checkbox"/> Optometry
<input type="checkbox"/> Pharmacy	<input checked="" type="checkbox"/> Physiotherapy
<input type="checkbox"/> Podiatry	<input type="checkbox"/> Psychology
<input type="checkbox"/> Speech Pathology/Therapy	

Next >

Can't find what you're looking for?

Search eg diabetes, carer or Westmead Hospital

Service Options

Preferences

Search

Terms of use | Contact us | About us | Privacy



# Extra links and learning:

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[RACGP standards for referrals](#)

[RACGP Information Security:](#)

[Health Engine](#)

[Information about how to transmit and store referrals or requests electronically](#)

[Legislation: Electronic Transaction Act 1999 on the ComLaw website](#)

[Privacy FAQs for Health Service Providers](#)

[Privacy Principles](#)

[APP quick reference tool](#)

[Register for Digital Health](#)

# Extra links and learning:

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[National Health Services Directory](#)

Digital Health:

[www.digitalhealth.gov.au](http://www.digitalhealth.gov.au)

[www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

[Health Provider Directory Factsheet](#)

Fitness Australia: [Referrals essential guide](#)

Blog: [Learn how to increase new patient referrals](#)

Katrina's blog: [4 Steps to Secure Messaging Success](#)

[HealthLink](#)

[Argus](#)



# Webinars:

Webinar 1: Medical Software – recording available

Webinar 2: **Contacts and Referrals** – recording will be available

**Webinar 3: Clinical note-taking – 25 July 2017 7.30pm EST**

Webinar 4: **Digital Health – 24 August 2017 7.30pm EST**

For future Webinar info, registrations, recordings and free resources:

[www.ahpa.com.au](http://www.ahpa.com.au)

[www.trainitmedical.com.au](http://www.trainitmedical.com.au)



**AHPA**  
Allied Health Professions  
Australia (AHPA) is the national  
voice of allied health in Australia.

**ABOUT AHPA**  
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CONSTITUTION  
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**NEWS**  
**AHPA Digital Health Webinars**  
AHPA is continuing with its members to support greater involvement of allied health professionals in digital health initiatives and to help practices become digitally ready. Throughout 2017 we will be providing a series of webinars designed to help allied health professionals learn more about digital health practice software and digital services such as My Health Record. These webinars are free for all allied health professionals.  
Please click here to register for Webinar 1: An introduction to allied health practice software.  
Further webinars are planned to come, July and August.  
Webinar 2: **Contacts and Referrals** 18 June 2017 7.30pm EST  
Webinar 3: **Clinical note-taking** 25 July 2017 7.30pm EST  
Webinar 4: **Digital Health** 24 August 2017 7.30pm EST  
Please check back for registration links in the coming weeks.  
If you're interested in digital health and the work associated with it by AHPA, please also check out our annual newsletter. Click here for this free, weekly, MHA and health edition.



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**Allied Health Providers – Free Resources**  
Whether you are new to computers, or simply new to My Health Record, at Train IT Medical we are here to help with technology use that benefits you, your business and your patients.  
**Free Webinar series for Allied Health Providers brought to you by AHPA and Train IT Medical:**



# Thanks for joining me

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